

ENGINEER ASSIGNMENT METHOD

ABSTRACT OF THE DISCLOSURE

A key of a building and a tool may be required for responding to various incidents that occur in targets to be processed. The maintenance engineer closest to the target may not carry the key and tool. Optimum selection of the maintenance engineer cannot be achieved with current locations of the maintenance engineer candidates and of the target. Location information on a key and tool required for processing an incident that occurs in a target to be processed is managed. Additionally, when at least one maintenance engineer who processes the incident is selected, in accordance with a predetermined rule that location information on the maintenance engineer candidates, on the target, and on the key and tool required for the process request should be considered to select at least one maintenance engineer who processes the incident, the maintenance engineer is selected.

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